

DEPARTMENTAL RECORDS CLERK II
STUDY GUIDE

A written examination for the class of **DEPARTMENTAL RECORDS CLERK II** to be administered in **LAFAYETTE** on **NOVEMBER 3, 2015**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
GENERAL CLERICAL OPERATIONS AND RECORDS MANAGEMENT PRACTICES Knowledge of general clerical practices and office procedures sufficient to process mail, to handle telephones and convey messages, to organize and maintain files, and to operate office equipment.	22.0%
FILING PROCEDURES Knowledge of effective filing procedures sufficient to organize and maintain departmental records in numerical, alphabetical, and chronological order, or according to subject matter.	17.0%
REPORTS AND CORRESPONDENCE Knowledge of practices and procedures utilized for report preparation, and the preparation of official correspondence involving the compilation, and organization of information and data into a written format, including knowledge of English usage and grammar sufficient for effective written communications or to correct spelling, grammar, and punctuation.	13.0%
MANAGEMENT Knowledge of the principles of effective management practices including personnel management and financial management.	13.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	30.0%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with the public.	5.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU Firemen Training Program).

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

HARBACE COLLEGE HANDBOOK, Harcourt Brace & Company, 6277 Sea Harbor Drive, Orlando, Florida 32887, Twelfth Edition, 1994.

BUSINESS COMMUNICATION, Ruch, William V. and Crawford, Maurice L., Macmillan Publishing Co., 866 Third Avenue, New York, New York 10022, 1991.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.